



John Randolph Medical Center

HCA Virginia Health System
An HCA affiliate

Mr. Graeme Crothall
Chairman and CEO
Xanitos, Inc.
Radnor Court
259 N. Radnor-Chester Road
Suite 130
Radnor, PA 19087

Dear Graeme:

It is with great pleasure to write to you and enthusiastically tell you how pleased we are at John Randolph Medical Center regarding Xanitos and the housekeeping program that was put into place, July 2010. We were self operated and made the decision to transition all of our EVS/Linen Staff to Xanitos payroll and enter into a service agreement for a full-service program. The transfer of our long term, existing staff was seamless and managed with sensitivity to the employee needs. The pre-start and start-up teams were well experienced, capable and hard working and quickly integrated the new program into the fabric at John Randolph. When start-up came to its logical conclusion, permanent, ongoing Company support has been attentive, visible and readily available when needed while at the same time providing valuable back-up support to our on-site management team. Furthermore, it was within two weeks of the conclusion of start-up that JCAHO was onsite and Xanitos was ready!

Prior to Xanitos, we had to subcontract floor refinishing work to an outside vendor. Graeme, it has been over eight months since transition and John Randolph Medical Center sparkles and is significantly cleaner using the XRO Process. On-site Management (Gwen Willis and Steven McClatchey) have blended well into the Hospital environment and continues to make a positive, sustained impact in overall cleaning quality of the Hospital while facilitating continued improvement with client and customer satisfaction (HCAHPS).

We are delighted to have partnered with Xanitos and I am pleased to be able to provide you with this positive feedback and welcome you to share this with your other potential customers who may be considering making the change that John Randolph made- we are certainly very pleased with the results!

Sincerely,

Edward F. Littlejohn, MPH
Chief Operating Officer
John Randolph Medical Center